



# **HHS Radio Maintenance**

**10/1/03 – 9/30/04**



## **Mobiles and XTVAs**

---

- Motorola Service Shops (MSS)
- Federal Technical Center (FTC)
- Preventive Maintenance and Repairs
- Complete radio systems
- Secure Modules

## **Mobiles**

---

### **EQUIPMENT/SERVICES NOT COVERED**

- Antennas
- Removals/ Re-installation

# Repair procedure

- If you suspect a problem with your radio
  - Call your local radio shop (MSS) to schedule a service appointment. If you don't know the shop to call ask your designated OI radio coordinator or call Jeff Hendricks at 703-444-7890.
  - The radio shop will repair the radio. If they can't repair the radio they will troubleshoot it down to the box and then send it to the FTC for repair.

## Repair procedure cont.

- If the problem is determined to be the mobile antenna, you will be asked for payment information to pay for a replacement or repair.
- If the problem is determined to be the **portable radio** in the XTVA, you will need to fill out the Return Material form and send the radio to the FTC for repair. **ALL PORTABLE REPAIRS MUST BE COMPLETED AT THE FTC**

## **Repair Procedure cont.**

---

- If the problem is determined to be the power amplifier. The MSS will call the manufacturer of the power amplifier (Crescend Technologies, L.L.C.) at 847-593-1213, to get a RMA# and shipping information.
- MSS will ship the amplifier to Crescend Technologies for repair

# Portables

---

- All portable repairs and Preventive Maintenance must be done at the FTC.
- Batteries and antennas for the portables are replaced if needed
- HHS must use the return material forms to send units to the FTC for service
- Please see attached (fm6901 ver. D) form in .xls format

## **Power Amps**

---

- MSS will do the initial troubleshooting and repair of amplifiers
- If a problem arises that the MSS can not handle, the MSS will send the defective unit to the Original Equipment Manufacture (OEM) for repairs.



## **Important Contacts**

---

- Jeff Hendricks – Motorola Service Manager  
(703) 444-7890
- Federal Technical Center general number  
800-969-6680
- Identify yourself, agency, phone number and  
problem